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# Proyecto Integrado 2º Bachillerato




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1st task: At the airport

# AT THE AIRPORT

## Useful phrases

<p>Can I have your ticket, please?          How much luggage do you have?          How many suitcases have you got?          This is my hand luggage.          Can I have a seat next to the window/corridor?          Here's your boarding pass.          Where is passport control?          Follow the signs.</p>	<p>Can I see your passport, please?          Where can I get a trolley for my luggage?          Where is the information desk?          Which gate for flight number...?          The gate number is on the departure board.          How much is it for excess baggage?          How much hand luggage can I have?          Now go through passport control.          Wait for the flight in the departure lounge.          Check the departure gate.</p>
<p>It's now boarding.          The flight is delayed / on time.          This is the last call.          Please board the plane.          Where is the arrival hall?          I have nothing to declare.          Do I have to pay customs duty on this?          How much is it?          How many can I bring in duty-free?</p>	

### 1. Match the halves.

<p>1. hand          2. boarding          3. passport          4. luggage          5. information          6. flight          8. excess          9. departure          10. departure          11. last          12. nothing          13. custom          14. duty</p>	<p>a. free          b. luggage          c. to declare          d. lounge          e. duty          f. gate          h. pass          i. trolley          j. call          k. number          l. control          m. desk          n. luggage</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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### 2. Read the dialogue and fill in the missing words.

- Can I have your ticket, please?
- Certainly, here you are.
- How much ..... do you have?
- Two suitcases. This small bag is my .....luggage.
- That's fine.
- Can I have a .....next to the window?
- I'll check. Yes, that's OK. Here's your .....pass. Have a nice .....
- Thank you. And where is passport.....?
- Over there. Follow the signs.
- Can I see your....., please?
- Of, course. Here you are.
- Thank you very much. That's fine.

## 1st task: At the airport

## 3. Match the halves to make the sentences.

- |                            |                                   |
|----------------------------|-----------------------------------|
| 1. Where is the .....      | a. two weeks.                     |
| 2. Which gate for .....    | b. next to the window?            |
| 3. How much .....          | c. information desk?              |
| 4. Can I have a seat ..... | d. holiday to the seaside.        |
| 5. I'm going on .....      | e. flight number BA 7413 to Rome? |
| 6. I'm staying for .....   | f. luggage can I have?            |

## 4. Watch the video and write down at least five words or expressions related to the airport.

## Airport announcements

5. LISTENING 1. Listen and choose the correct option.

1. Who is probably making the announcement?
  - A. a pilot
  - B. a flight attendant
  - C. a ticket agent
  - D. a ground crew member
2. What is the ultimate destination of the flight?
  - A. Atlanta
  - B. Miami
  - C. Caracas
  - D. Lima
3. What change has been announced?
  - A. the flight number
  - B. the gate number
  - C. the arrival time
  - D. the boarding time
4. What are the current weather conditions outside?
  - A. It's raining.
  - B. It's cloudy.
  - C. It's hailing.
  - D. It's windy.
5. What time will the plane depart?
  - A. 9:50 AM
  - B. 12:15 PM
  - C. 4:05 PM
  - D. 8:45 PM

6. LISTENING 1. Listen again and fill in the gaps.

Hello. Passengers of flight 17 <sup>(1)</sup> \_\_\_\_\_ for Caracas, with stops in Atlanta and Miami. The <sup>(2)</sup> \_\_\_\_\_ gate has been changed to 30B. Also, there will be a <sup>(3)</sup> \_\_\_\_\_ departure delay due to <sup>(4)</sup> \_\_\_\_\_ weather outside. The ground <sup>(5)</sup> \_\_\_\_\_ is in the process of deicing the <sup>(6)</sup> \_\_\_\_\_ in preparation for departure. It also looks like the flight is slightly <sup>(7)</sup> \_\_\_\_\_, so we are offering <sup>(8)</sup> \_\_\_\_\_ round-trip tickets to a few passengers willing to take a <sup>(9)</sup> \_\_\_\_\_ flight. We should be boarding about a <sup>(10)</sup> \_\_\_\_\_ to the hour. Thank you for your patience.

## 1st task: At the airport

**Key Vocabulary**

- **inclement** (*adjective*): severe
- **crew** (*noun*): an organized group of workers
- **deice** (*verb*): make or become free of frost or ice, defrost
- **overbook** (*verb*): too many seats, for example, have been reserved in advance
- **complimentary** (*adjective*): free, gratuitous
- **board** (*noun*): to get on an aircraft, ship, train, bus, etc.

## Customs and immigration

**7. LISTENING 2. Listen and choose the correct option.**

- What is the purpose of the woman's visit?
  - business
  - pleasure
  - business and pleasure
- Where will the woman stay during her trip?
  - at a friend's home
  - at a hotel
  - at a university dormitory
- About how long will the woman be in the country?
  - one or two days
  - three or four days
  - more than four days
- What things are in the woman's luggage?
  - clothing, computer, and books
  - CD player, clothing, and books
  - books, gifts and computer
- What other piece of information do we learn about the woman?
  - Her parents are on the same trip.
  - She enjoys travelling to different countries.
  - She was born in that country.

**8. LISTENING 2. Listen again and fill in the gaps.**

**Customs Officer:** Next. Uh, your <sup>(1)</sup> \_\_\_\_\_ please.

**Woman:** Okay.

**Customs Officer:** Uh, what is the purpose of your <sup>(2)</sup> \_\_\_\_\_?

**Woman:** I'm here to <sup>(3)</sup> \_\_\_\_\_ a teaching convention for the first part of my trip, and then I plan on touring the capital for a few days.

**Customs Officer:** And where will you be staying?

**Woman:** I'll be staying in a room at a hotel <sup>(4)</sup> \_\_\_\_\_ for the entire week.

**Customs Officer:** And uh, what do you have in your <sup>(5)</sup> \_\_\_\_\_?

**Woman:** Uh, well, just, just my <sup>(6)</sup> \_\_\_\_\_ belongings, um, . . . clothes, a few books, and a CD player.

**Customs Officer:** Okay. Uh, please open your bag.

**Woman:** Sure.

**Customs Officer:** Okay . . . Everything's fine. [Great]. Uh, by the way, is this your first visit to the <sup>(7)</sup> \_\_\_\_\_?

**Woman:** Well, yes and no. Actually, I was born here when my <sup>(8)</sup> \_\_\_\_\_ were working in the capital many years ago, but this is my first trip back <sup>(9)</sup> \_\_\_\_\_ then.

**Customs Officer:** Well, <sup>(10)</sup> \_\_\_\_\_ your trip.

**Woman:** Thanks.

## 1st task: At the airport

**Key Vocabulary**

- **attend (verb):** to be at or go to
- **book (verb):** to make arrangements in advance
- **luggage (noun):** bags used during travelling to carry your things
- **belongings (noun):** your personal property or possessions

**9. VIDEO. Watch the video from the film *The Terminal*, then answer the questions.**

1. Where are they?
  - a. At the airport
  - b. At a bus stop
  - c. On the subway
2. What was the first question asked at the customs?
  - a. What's the purpose of your visit?
  - b. How long are you staying?
  - c. Cash?
3. What do the officers want to see?
  - a. The filled form
  - b. The passport
  - c. Return tickets
4. What should a passenger do before claiming luggage?
  - a. Take a taxi
  - b. Wait in line
  - c. Go through immigration
5. Where is Mr. Navorski staying?
  - a. Ramada Inn
  - b. Times Square
  - c. Montreal
6. How does he want to leave the airport?
  - a. By taxi
  - b. By car
  - c. By bus
7. Does he know anyone in New York?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Maybe
8. Does Mr. Navorski speak English?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Only a little bit.
9. How do you answer the question: "What's the purpose of your visit?"
  - a. Business or pleasure
  - b. Shopping
  - c. Musicals

## Let's talk about PLANES

1. How old were you when you went on your first flight?  
Where did you go?
2. Do you like to travel by airplane?
3. What was the longest flight you have ever taken?
4. What seat do you prefer: window, centre or aisle?
5. What do you like to do during the flight?
6. Have you ever experienced turbulence? What do you do in that case?
7. Have you ever met anyone or established any relationships during a flight?
8. Have you ever seen a female pilot? Why do you think that most pilots are men?
9. Would you like to be a flight attendant? What are the benefits and /or downfalls?
10. Is being a flight attendant considered a good job in your country? What do you think are the qualifications?
11. Are planes really safer than cars? ( A British study shows that flying is 176 times safer than walking, 15 times safer than driving and 300 times safer than a motorbike.)
12. What are the advantages of travelling by airplane? And the disadvantages?
13. Do you know someone who is afraid of flying in an airplane?
14. What questions should you ask when buying airplane tickets?
15. What is a charter flight?
16. What things can you see in an airport?
17. What questions do they ask you when you check-in at the airport?
18. What questions do they ask you when going through immigration and customs at the airport?
19. Have you ever met an annoying person during a flight?
20. Have you ever had an accident during a flight?
21. Do you think budget airlines are safe?
22. Do you like to fly? Why or why not?
23. Do you prefer to fly in big planes or small planes? Why?
24. Do you think being a pilot is a good job? Why or why not?
25. Have you or someone you know ever been in a plane crash?
26. What would you do if you were on a plane that was crashing?
27. Do you like to watch movies or TV about airplane crashes? Why or why not?
28. How much baggage do you take with you?
29. What items should not be included in your hand baggage?
30. What documents do you need for international travel?
31. Do you like airline food? Would you pay money for airline food?
32. Do you enjoy talking with strangers on an airplane?
33. Do you enjoy takeoff / landing?





# At the airport-Booking and boarding a flight

## 1. Buying the ticket

1 Hello! How may I help you?

3 Would you like a one way or round trip ticket?

5 When will you be leaving?

7 When will you be returning?

10 It is \$987

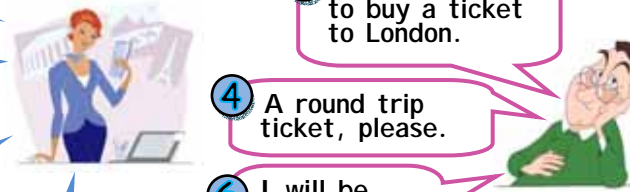
2 I would like to buy a ticket to London.

4 A round trip ticket, please.

6 I will be leaving on Wednesday

8 I will be returning on Sunday.

9 How much is the ticket?



## 2. at the airport check-in

1 Hello. Can I see your ticket and your passport, please?

3 Would you like a window or an aisle seat?

5 How much luggage do you have?

7 Here is your boarding pass. Have a nice flight.

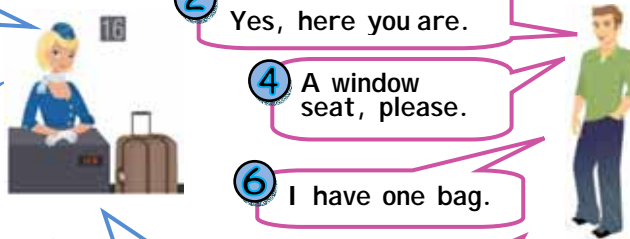
2 Yes, here you are.

4 A window seat, please.

6 I have one bag.

9 Go to gate H5. Go straight ahead and turn left.

8 Thank you. Where do I go next?




## 3. Passport control

2 Here you are?

4 Thank you.

1 Can I see your passport?

3 Thank you. Have a nice flight



## 4. on the plane

1 Would you like something to drink?


3 Would you like some ice?

5 Would you like anything else?

2 Could I have a coke, please?

4 Yes, please.

6 No, thank you.



## Useful Vocabulary



Suitcase



Gate



Credit card



Aeroplane



Carry-on luggage



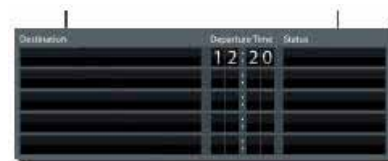
Passport



Ticket



Boarding pass



Departure board



Luggage trolley



# Airport Role-play: Customs Sheet



Role-play: You are a customs and immigration officer at an airport. When students try to enter your country find out this information. To the left of the table there are some questions that you might want to ask. Fill in the blanks with a country name.



Welcome to \_\_\_\_\_.

May I see your passport?

Where are you coming from?

What is the purpose of your visit?

How long are you planning to stay?

Where will you be staying?

Is this your first time to \_\_\_\_\_?

Do you have anything to declare?

Enjoy your stay.

Name	Nationality	Last Country Visited	Purpose of Visit	Intended Length of Stay	Location of Stay	Anything to Declare (Y/N)	First Time (Y/N)

# Airport Role-play: Customs Sheet B



Role-play: You are a customs and immigration officer at an airport. When students try to enter your country find out this information. To the left of the table there are some questions that you might want to ask:



Welcome to \_\_\_\_\_.

Could I see your passport?

Where are you coming from?

Why are you visiting \_\_\_\_\_?

How long do you intend to stay?

Where will you be staying?

Have you been to \_\_\_\_\_  
before?

Do you wish to declare anything?

Enjoy your stay.

Name	Nationality	Last Country Visited	Purpose of Visit	Intended Length of Stay	Location of Stay	Anything to Declare (Y/N)	First Time (Y/N)

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2nd task: At the hotel

# BOOKING A ROOM

## Useful phrases

I'd like to book two rooms for my family. Can I book through the Internet? When would you like the reservation for? For two weeks in July. What rooms would you like? I'd like a double/single room. I'd like a twin-bedded room. With a shower or a bath?	That's extra. I'll take the rooms How much are the rooms? Is breakfast included? The check-in is from 10.00. What time is the check-out? Are there any vacant rooms? What services are included?
How much is it per night? Are there any extra charges? For two nights, from 12th to 14th of May. How would you like to make a reservation? Can I have your credit card number?	What is the method of payment? Can I pay by credit card? Is the accomodation suitable for children?

### 1. Match the halves.

- |                  |                  |
|------------------|------------------|
| 1. make          | a. bedded        |
| 2. per           | b. a bath        |
| 3. twin          | c. in/out        |
| 4. single/double | d. a room        |
| 5. check         | e. rooms         |
| 6. book          | f. room          |
| 7. vacant        | g. a reservation |
| 8. with          | h. night         |



### 2. Match the halves to make the sentences.

- |                                 |                          |
|---------------------------------|--------------------------|
| 1. I'd like to book a room..... | a. included?             |
| 2. I'd like a .....             | b. it per night?         |
| 3. A room with .....            | c. through the Internet? |
| 4. How much is .....            | d. double room           |
| 5. Is breakfast .....           | e. for the weekend.      |
| 6. Can I book .....             | f. a bath.               |

### 3. Read the dialogue and fill in the missing words.

- A. Good afternoon. Can I .....you?
- B. Yes, please. I'd like to .....two rooms for my family.
- A. When would you like the .....for?
- B. For two weeks in August, .....15th .....29th.
- A. OK. What rooms would you like? .....or double?
- B. One double and one twin-....., next to each other if possible.
- A. With a .....or a bath?
- B. A shower, please. How .....are the rooms?
- A. €69 each, so that makes €138 per night.
- B. Is breakfast.....?
- A. No, that's extra.
- B. OK. I'll take them.
- A. What's your name, Sir?
- B. John Smiths.
- A. And can I have your .....card number?
- B. Sure. That's 5676 3341 0021 3490.
- A. Thank you. The number of your reservation is 30998. Remember the .....-in is from 12.00 noon.
- B. Thank you very much.

2nd task: At the hotel

## 4. Listening practice. Listen to the text and fill in the gaps with the words or phrases in the box.

 charge - what kind of room – double with bath - booking - with a view - may i help you? –  
 how long – available – confirmation number

~~I'd like to book a room please.~~  
 I'd like to book a room please.

- Receptionist:** — Good afternoon, San Felice Hotel. (1) \_\_\_\_\_?
- Mrs Ryefield:** — Yes. I'd like to book a room, please.
- Receptionist:** — Certainly. When for, madam?
- Mrs Ryefield:** — March the 23rd.
- Receptionist:** — (2) \_\_\_\_\_ will you be staying?
- Mrs Ryefield:** — Three nights.
- Receptionist:** — (3) \_\_\_\_\_ would you like, madam?
- Mrs Ryefield:** — Er... double with bath. I'd appreciate it if you could give me a room (4) \_\_\_\_\_ over the lake.
- Receptionist:** — Certainly, madam. I'll just check what we have (5) \_\_\_\_\_  
 ... Yes, we have a room on the 4th floor with a really splendid view.
- Mrs Ryefield:** — Fine. How much is the (6) \_\_\_\_\_ per night?
- Receptionist:** — Would you like breakfast?
- Mrs Ryefield:** — No, thanks.
- Receptionist:** — It's eighty four euro per night excluding VAT.
- Mrs Ryefield:** — That's fine.
- Receptionist:** — Who's the (7) \_\_\_\_\_ for, please, madam?
- Mrs Ryefield:** — Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.
- Receptionist:** — Okay, let me make sure I got that: Mr and Mrs Ryefield. (8) \_\_\_\_\_  
 for March the 23rd, 24th and 25th. Is that correct?
- Mrs Ryefield:** — Yes it is. Thank you.
- Receptionist:** — Let me give you your (9) \_\_\_\_\_. It's: 7576385. I'll repeat  
 that: 7576385. Thank you for choosing San Felice Hotel and have a nice day.  
 Goodbye.
- Mrs Ryefield:** — Goodbye.



## 5. Role-play. Using the information from the cards, practice with your partner.

2nd task: At the hotel

# AT THE RECEPTION

## Useful phrases

<p>I've got a reservation for two (double) rooms.          Could I have your name, please?          I booked the rooms through the Internet.          Here is my reservation form.          Fill in the form, please.          May I have your passports / IDs?          Could you sign your name, Mr...?          Where should I sign the form?          Sign here, please.          Here are the keys. / This is your keycard.          You'll be in Room 1313.</p>	<p>What time is breakfast served?          Where are the lifts?          In the hall, round the corner.          Do I pay now or when I check out?          Will you take my luggage upstairs?          Where is the restaurant?          Which floor is it?          What time do you open?          What time do you close?          Is there a fitness centre?</p>
<p>Are there any messages for me?          I'd like to make a complaint.          What's the matter?          There isn't any hot water in my room.          The room is dirty.          There are no clean towels.          The air-conditioning is out of order.          The lock is broken.          I can't open the door.</p>	<p>Will you be checking out now?          Unfortunately, yes. We've had a great stay, but now it's time to go home and get back to work.          Well, we hope you'll have the chance to come back and stay with us again in the future.          We hope so too!</p>

## Exercises

### 1. Match the halves.

- |                      |                   |
|----------------------|-------------------|
| 1. book ....         | a. the form.      |
| 2. reservation ....  | b. centre.        |
| 3. air ....          | c. a reservation  |
| 4. fill in ....      | d. a room         |
| 5. reservation ....  | e. the Internet.  |
| 6. make ....         | f. for two rooms. |
| 7. book through .... | g. form           |
| 8. fitness ....      | h. conditioning   |

### 2. Match the halves to make sentences.

- |                                 |                         |
|---------------------------------|-------------------------|
| 1. I've got a reservation. .... | a. sign the form?       |
| 2. Here is my reservation ....  | b. the check-out?       |
| 3. What time is breakfast ....  | c. centre?              |
| 4. Is there a fitness ....      | d. or when I check out? |
| 5. Do I pay now ....            | e. for a room           |
| 6. What time is ....            | f. form.                |
| 7. Fill in ....                 | g. served?              |
| 8. Where should I ....          | h. the form, please.    |

### 3. Read the dialogue and fill in the missing words.

RECEPTIONIST - Good morning. What can I .....for you?  
 GUEST - I've got a .....for two.....  
 RECEPTIONIST - Can I .....your name, please?  
 GUEST - Tom Smiths. I booked the rooms through the..... Here is my reservation.....  
 RECEPTIONIST - Thank you. Two rooms, one .....and one single.  
 GUEST - Right.  
 RECEPTIONIST - Fill in this....., please. And may I have your passports?  
 GUEST - Here you are. Where should I .....the form?  
 RECEPTIONIST - Here.  
 GUEST - OK.  
 RECEPTIONIST - Here are the keys. Third..... The rooms are opposite each other.  
 GUEST - Thank you. What time is breakfast.....?  
 RECEPTIONIST - We serve breakfast from 7.00 till 9.00. Then you can use our snack bar on the first floor.  
 GUEST - Good. Where are the lifts?  
 RECEPTIONIST - In the hall, round the corner.  
 GUEST - Thank you very much.



2nd task: At the hotel

4. Video. Watch the video and write down all the "hotel vocabulary" you can.

5. Listening practice. Listen to the dialogue and fill in the gaps with the words or phrases in the box.

Room Service: I'd like some coffee, please

I'd like some – How long will it take? - This is room - What can I do for you

- Room service: — Room service.  
 Mary Jones: — Good morning. (1) \_\_\_\_\_ 113. I'd like some breakfast, please.  
 Room service: — Right. Excuse me. Mrs. Jones?  
 Mary Jones: — That's right.  
 Room service: — (2) \_\_\_\_\_?  
 Mary Jones: — (3) \_\_\_\_\_ grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. (4) \_\_\_\_\_?  
 Room service: — Just a few minutes, ma'am.  
 Mary Jones: — Great. Thank you.



I'd like to check out now

Phone calls – receipt - Here's your bill - May I help you? – Here's the key change

- Receptionist: — Good morning. (1) \_\_\_\_\_?  
 Daniel Adams: — Yes, I'd like to check out now. My name's Adams, room 312. (2) \_\_\_\_\_.  
 Receptionist: — One moment, please, sir. ... (3) \_\_\_\_\_. Would you like to check and see if the amount is correct?  
 Daniel Adams: — What's the 14 pounds for?  
 Receptionist: — That's for the (4) \_\_\_\_\_ you made from your room.  
 Daniel Adams: — Can I pay with traveller's cheques?  
 Receptionist: — Certainly. May I have your passport, please?  
 Daniel Adams: — Here you are.  
 Receptionist: — Could you sign each cheque here for me?  
 Daniel Adams: — Sure.  
 Receptionist: — Here are your (5) \_\_\_\_\_ and your (6) \_\_\_\_\_, sir. Thank you.  
 Daniel Adams: — Thank you. Goodbye.

5. Frontdesk Hotel Role-play. You work at the front desk of a hotel. As guests come in write down their information in the table below.



## Sample Conversation

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveler: I'd like a room please?

Front Desk: Would you like a single or a double?

Traveler: I'd like a double, please?

Front Desk: May I have your name, please?

Traveler: Timothy Findley.

Front Desk: Could you spell that please?

Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?

Traveler: Just two.

Front Desk: How many nights would you like to stay?

Traveler: Just tonight.

Front Desk: How will you be paying?

Traveler: Is Visa OK?

Front Desk: That'll be fine. Would you like a wake-up call?

Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?

Front desk: Yes, we do. On the 2<sup>nd</sup> floor. Here's your key. That's room 405 on the fourth floor.

## Hotel Role-play Front Desk

You work at the front desk of a hotel. As guests come in write down their information in the table below:

Hint: Ask the questions on the right side of this worksheet:

Name	Room Size	Number of People	Number of Nights	Wake-up Call (Y/N)	Method of Payment



### Important Questions:

- (1) How may I help you?
- (2) Can I have your name please?
- (3) How do you spell that?
- (4) Would you like a single or a double?
- (5) How many people are you traveling with?
- (6) How many nights will you be staying?
- (7) How will you be paying?
- (8) Would you like a wake-up call?
- (9) Is there anything else you would like to know?



## Role-play Prompts: Hotel Guests

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 7:00 A.M.

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:30 A.M.

You are traveling with your husband/wife. You would like a single room. You would like to pay with credit card. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are with your brother. You would like a double room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are traveling with two friends. You would like a double room. You would like to pay with credit card. You will be staying 1 night. You would like a wake-up call for 6:30 A.M.

You are traveling alone. You would like a single room. You would like to pay with credit card. You will be staying 4 nights. You don't want a wake-up call.

You are traveling with your family (3 kids and wife). You would like a suite (or a double if there are no suites available). You would like to pay with credit card. You will be staying 2 nights. You don't want a wake-up call

You are alone. You would like a suite. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:00 A.M.



# Let's talk about TRAVEL



## Conversation cards

Have you ever been <i>abroad</i> ? Where did you go? ( <i>abroad</i> = to another country)	How many countries have you visited? Talk about them.	Where do you usually go on holiday? What do you like about it?
How do you usually travel? (e.g. by plane, car, bus) Which do you prefer? Why?	Have you ever travelled by plane? How did you feel?	What is your favourite holiday destination? Why?
Do you prefer the beach or the mountains? Why?	What's your favourite country? Why?	What's your favourite city? Why? What can you do there?
Do you ever go camping? What do you like about it?	Where do you usually stay when you're on holiday? (e.g. hotel, resort, camping, family)	Where did you spend your last holiday? Talk about it.
When you are travelling, do you try to speak the local language?	Where do you plan to go for your next holiday? Talk about it.	Who do you usually travel with? How do you travel?
How often do you go on holiday? With whom?	Have you ever taken a package tour? Talk about it.	Do you prefer to travel in a group (e.g. a tour) or independently? Why?


### Questionnaire - interview a friend:

Have you ever visited another country?	Yes/No
If so, which one(s)? .....	
Which three cities do you like most? .....	
Which country would you like to visit? .....	
Why? .....	
Which country would you NOT like to visit? .....	
Why? .....	
How long do you usually go on holiday? .....	
Do you try the local food when you travel?	Yes/No
Have you ever travelled alone?	Yes/No
Have you ever travelled by plane?	Yes/No

## 3rd task: Shopping

# SHOPPING

## Useful phrases

(What/ How) Can I help you? What can I do for you? I'm just looking, thank you. I'm looking for a ..... How much is it / are they? Here you are. Will you pay cash or credit card? It's / They're awful / very nice / trendy / formal... Not really. They are not practical enough. I'd like to return this please. Can I have a refund?	What colour / size are you looking for? What size are you? Have you got anything in red /green? 'Is this available in a different colour?' 'It's too long / short /tight /loose for me...' Well, black doesn't really suit me. I'm afraid I haven't. Medium/Large/Small, I suppose/think. It's all right. Have a nice day. Do you have a loyalty card?
Would you like to try it on? Where are the changing/fitting rooms? Over there, (on the left/right.) It's too small/big. It doesn't really fit me. I'll take it. How much is it? You're welcome. Bye. Here is your change.	

## Exercises

### 1. Match the halves.

- |                                |                     |
|--------------------------------|---------------------|
| 1. I'm looking .....           | a. by credit card?  |
| 2. How would you .....         | b. suit you?        |
| 3. I'm just .....              | c. I help you?      |
| 4. Can I try.....              | d. in red?          |
| 5. Does it .....               | e. for a skirt.     |
| 6. Have you got                | f. is this T-shirt? |
| 7. What can .....              | g. looking round.   |
| 8. Have you got anything ..... | h. like to pay?     |
| 9. How much .....              | i. a bigger size?   |
| 10. Can I pay .....            | j. it on?           |

### 2. Match the questions with the answers.

- |                                     |  |
|-------------------------------------|--|
| 1. What size are you?               | a. Have you got anything in dark blue? |
| 2. Would you like to try it on?     | b. Yes, please.                        |
| 3. How do you like it?              | c. Cash.                               |
| 4. What colour are you looking for? | d. Downstairs, on the right.           |
| 5. Can I help you?                  | e. I'm afraid it's too small.          |
| 6. How would you like to pay?       | f. Yes, of course.                     |
| 7. Where are the fitting rooms?     | g. I'll take it. How much is it?       |
| 8. Does the dress fit you?          | h. I'm looking for a sweater.          |
| 9. How much is this t-shirt?        | i. £ 23                                |
| 10. Can I try this sweater on?      | j. Medium, I suppose.                  |

### 3. Read the dialogue and fill in the missing words.

Customer: Can I (1) \_\_\_\_\_ you?

Shop assistant: I'm just (2) \_\_\_\_\_ thank you.

(After a while)

Customer: Excuse me.

Shop assistant: Yes, what can I (3) \_\_\_\_\_ for you?

3rd task: Shopping

Customer: I'm (4) \_\_\_\_\_ for a sweater.

Shop assistant: We've got some sweaters over there. That one is lovely.

Customer: Well, green doesn't really (5) \_\_\_\_\_ me.

Shop assistant: What colour are you looking for?

Customer: (6) \_\_\_\_\_ you got anything in dark blue?

Shop assistant: I'll see. Oh, I'm afraid I haven't. What about that grey one?

Customer: I think it's nice.

Shop assistant: What (7) \_\_\_\_\_ are you?

Customer: (8) \_\_\_\_\_ I suppose.

Shop assistant: OK. Here you are. Would you like to (9) \_\_\_\_\_ it on?

Customer: Where are the (10) \_\_\_\_\_ rooms?

Shop assistant: Over there, on the (11) \_\_\_\_\_

Customer: Thank you.

*(After a while)*

Customer: It's too (12) \_\_\_\_\_ small. It doesn't really (13) \_\_\_\_\_ me.

Have you got one in a bigger (14) \_\_\_\_\_?

Shop assistant: Yes, that one is bigger.

Customer: I'll take it. How (15) \_\_\_\_\_ is it?

Shop assistant: £23.

Customer: Here you are.

Shop assistant: Thank you. £7 (16) \_\_\_\_\_.

Customer: Thanks.

## Shopping for the Day

**4. LISTENING1. Listen to the dialogue and choose the correct answer.**

1. What is the girl shopping for?

- A. a present for her mother
- B. a present for a friend
- C. a present for her father

2. How much is the black wallet?

- A. \$49.95
- B. \$40.95
- C. \$44.95

3. Why doesn't the girl like the brown wallet?

- A. There isn't a place to put pictures.
- B. It's too big and heavy.
- C. She doesn't like the colour.

4. About how much does the girl have to spend?

- A. \$5.00
- B. \$10.00
- C. \$13.00

5. What does the girl decide to buy?

- A. a black wallet
- B. a brown belt
- C. a tie

## 3rd task: Shopping

## 2. Listen to the dialogue and fill in the gaps with the words in the box below.

sale - place - black - house - getting - much - design - tie - expensive  
looking - lady - tag

**Man:** Hi young (1) \_\_\_\_\_. How may I help you?

**Girl:** Well, . . . yeah. I'm (2) \_\_\_\_\_ for a Father's Day's gift.

**Man:** Okay. How about (3) \_\_\_\_\_ your father a new wallet?

**Girl:** Hmm. How much is that wallet?

**Man:** Huh . . . which one?

**Girl:** The (4) \_\_\_\_\_ one.

**Man:** Oh. It's only \$40.95.

**Girl:** Huh? That's too (5) \_\_\_\_\_ for me. Do you have a cheaper one?

**Man:** Hmm. How about this brown leather one?

**Girl:** Umm. . . I don't think my father will like the (6) \_\_\_\_\_ on the outside, and it doesn't have a (7) \_\_\_\_\_ to put pictures. How much is it anyway?

**Man:** It's \$25.99.

**Girl:** Humm. I don't have that (8) \_\_\_\_\_ money.

**Man:** Okay. How much do you have to spend?

**Girl:** I'm not sure [money falling on the table]. Probably about ten dollars or so. I've been helping my mom around the (9) \_\_\_\_\_ for the past week to earn some money. This is all I have.

**Man:** Hmm. How about this (10) \_\_\_\_\_?

**Girl:** That's real pretty, but the price (11) \_\_\_\_\_ says \$13.99, and I know I don't have that much money.

**Man:** Well, let's just say the tie just went on (12) \_\_\_\_\_. How about \$5.00. What do you say?

**Girl:** Oh, thanks. I'll take it.

## Flower Shop

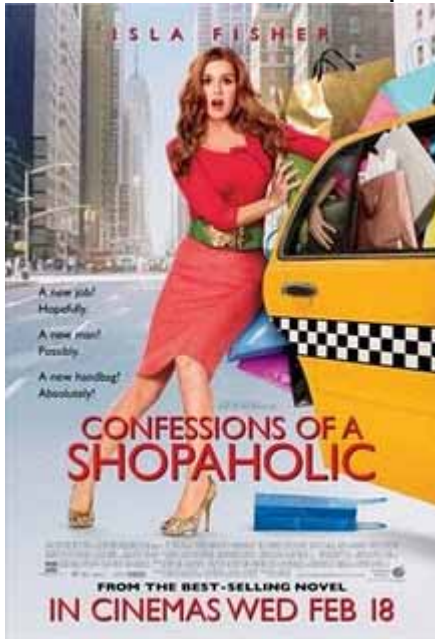
### LISTENING 2.

- **Discuss:** On what occasions do people buy flowers for others (e.g., marriages, funerals, etc.)? Where can you buy flowers in your area? What types of flowers (and colours) are given for different life events?
- **Listen to the dialogue and choose the correct answer.**
  1. Why does the man want to buy flowers for his wife?
    - A. He wants to surprise his wife for her birthday.
    - B. His wife has just received a nice job promotion.
    - C. The man didn't remember the day they got married.
  2. The florist summarizes her thoughts on men by saying that they are:
    - A. neglectful and cheap
    - B. serious and thrifty
    - C. conservative and cautious
  3. Near the beginning of the conversation, what is one thing that the woman suggests the man do for his wife?

## 3rd task: Shopping

- A. take his wife to an elegant restaurant
  - B. purchase a couple of beautiful balloons
  - C. buy twelve gorgeous roses
4. Why does the man panic when seeing his wife outside the store?
- A. She will realize he spaced their important day.
  - B. Her finding him in the flower shop will spoil the surprise.
  - C. His wife will think he is buying the flowers for someone else.
5. What is the most plausible ending to the conversation?
- A. The man's wife graciously accepts the dozen roses the man buys for her.
  - B. The man begs his wife to forgive him when he comes out of the shop.
  - C. The florist delivers the flowers for the man because he is embarrassed.

## VIDEO 1. Confessions of a Shopaholic.



Watch the video and answer the questions.

- 1) What are real prices and mom prices, according to Rebecca?
- 2) What does she see when she goes window shopping?
- 3) How did she call credit cards? Why?
- 4) How does she compare her excitement of seeing a store?

Discuss the following questions with your partner.

1. Who prefer shopping? Men or Women? Why?
2. Do you buy unnecessary things? How do you deal with it?
3. What advice would you give Rebecca, the main character of the movie?
4. Do you know anyone like Rebecca? Tell your partner about this person.
5. What are the best places for shopping in your city?
6. Do you prefer department stores or smaller ones? Why?
7. Do you prefer malls or shopping on the streets? Why?
8. What was the last thing you bought for yourself? Why did you buy it?



Use the following expressions

## 3rd task: Shopping

**Giving your opinion neutrally**

"I think..."  
 "I feel that..."  
 "In my opinion..."  
 "As far as I'm concerned..."  
 "As I see it..."  
 "In my view..."  
 "I tend to think that..."

**Giving a strong opinion**

"I'm absolutely convinced that..."  
 "I'm sure that..."  
 "I strongly believe that..."  
 "I have no doubt that..."

**Asking someone's opinion**

"What do you think?"  
 "What's your view?"  
 "How do you see the situation?"

**Agreeing in English**

"I think you're right."  
 "I agree with you."

**Strong agreement**

"I couldn't agree with you more."  
 "You're absolutely right."  
 "I agree entirely."  
 "I totally agree."

**Partly agreeing**

"I agree with you up to a point, but..."  
 "That's quite true, but..."  
 "I agree with you in principle, but..."

**Disagreeing**

"I'm not sure I agree with you."  
 "(I'm afraid) I don't agree."  
 "(I'm afraid) I disagree."  
 "(I'm afraid) I can't agree with you."  
 "(I'm afraid) I don't share your opinion."

**Other useful expressions**

"Me too" / "Me neither"  
 "So do I" / "Neither do I"  
 Absolutely no / Not at all  
 Certainly / Of course / Sure / Undoubtedly /  
 Totally

**VIDEO 2. Pretty Woman****1. Watch again and fill in.****SCRIPT PART 1**

- May I help you? - I'm just checkin' things out.  
 - Are you looking for something in particular?  
 - No. Well, yeah. Something (1) \_\_\_\_\_  
 - Yes. - You got nice (2) \_\_\_\_\_  
 - Thank you. - How much is this? - I don't think this would fit you.  
 - Well, I didn't ask if it would fit. I asked how much it was.  
 - How much is this, Marie? - It's very (3) \_\_\_\_\_  
 - It's very expensive.  
 - Look, I got money to spend in here.  
 - I don't think we have anything for you.  
 - You're (4) \_\_\_\_\_ in the wrong place.  
 - Please leave.

-----

- Hello. You must be Vivian. My name's Bridget.  
 - Yeah, hi. Barney said you'd be nice to me.  
 - He's very sweet. What are your plans while you're in town?  
 - We're gonna have dinner.  
 - Oh, don't sit on there, dear!  
 - You're gonna go out? - Dinner? - Mm-hmm.  
 - Well, you'll need a (5) \_\_\_\_\_ dress then. Come with me. - Now, I'm sure we're  
 gonna find something here that your (6) \_\_\_\_\_ will love.  
 - You're a size six, right?  
 - Yeah. How'd you know that?  
 - Oh, that's my job.  
 - Bridg, he's not really my uncle.  
 - They never are, dear.

-----

- People are looking at me.



## 3rd task: Shopping

- They're not looking at you; they're looking at me.
  - The (7) \_\_\_\_\_ are not nice to people. I don't like it.
  - Stores are never nice to people; they're nice to (8) \_\_\_\_\_.
  - Okay, stop fidgeting. Get rid of your gum.
  - I don't believe you did that.
  - Yes.
  - I am Mr. Hollister, the manager. May I help you?
  - Edward Lewis.
  - Ah, yes, sir.
  - You see this young lady over here.
  - Yes.
  - Anything you see here, we can do, by the way. Get ready to have some fun.
  - Mary Pat, Mary Kate, Mary Francis, Tovah, let's see it!
  - Come on. Bring it out, girls.
  - Oh, this is absolutely divine.
  - Excuse me, sir, uh,
  - Yeah?
  - Exactly how (9) \_\_\_\_\_ an amount of money were you talking about?
  - Just profane or really offensive?
  - Really (10) \_\_\_\_\_.
  - I like him so much!
  - Mr. Lewis, sir. Mr. Lewis, how's it going so far?
  - Pretty well, I think.
  - I think we need some major sucking up.
  - Very well, sir. You're not only (1) \_\_\_\_\_, but a powerful man.
  - I could see the second you walked in here, you were someone to (11) \_\_\_\_\_.
  - Hollister.
  - Yes, sir.
  - Not me. Her.
  - I'm sorry, sir. I'm sorry.
  
  - Pretty woman walking down the street
  - Pretty woman the kind I like to meet
  - Pretty woman
  - I don't believe you
  - You're not the (12) \_\_\_\_\_
  - No one could look as good as you Mercy!
  
  - Edward would love that (13) \_\_\_\_\_.
  - Would you give her the tie?
  - The tie?
  - Take off the tie. Give her the tie.
  - He wants to do this, by the way.
  - He would go crazy about this tie.
  - Who ordered pizza?
  
  - Pretty woman, stop a while
  - Pretty woman, talk a while
  - Pretty woman give your smile to me
  - Pretty woman Yeah, yeah, yeah
  - Pretty woman, look my way
  - Pretty woman
- 
- May I help you?
  - No, thank you. Hi.
  - Hello.
  - Do you remember me?

3rd task: Shopping

- No, I'm sorry.
- I was in here yesterday. You wouldn't wait on me.
- Oh.
- You work on (14) \_\_\_\_\_, right?
- Uh, yes.
- Big mistake. Big. Huge!
- I have to go shopping now.

- Pretty woman don't (15) \_\_\_\_\_
- Pretty woman don't make me cry
- Pretty woman
- Don't walk away, hey
- Oh, oh, pretty woman

### VIDEO 3. Shopping in London

Watch the video and chose the correct answer.

**1. Oxford Street is the largest shopping street\_**  
in the world.  
in Europe.  
In the UK.

**2. Oxford Street is the best place to come if you want\_**  
to meet local people.  
to buy everything in one place.  
to avoid hectic crowds and traffic.

**3. Where on Oxford Street is Selridges?**  
At the eastern end.  
In the middle.  
At the western end.

**4. Where can you find designer clothes shops?**  
Oxford Street.  
Bond Street.  
St. Christopher's place

**5. Where can you see fountains?**  
St. Christopher's place.  
Oxford Street.  
Bond Street.

**6. When was Oxford Circus designed?**  
17th century.  
19th century.  
20th century.

**7. What does Topshop claim?**  
To be the world's largest store.  
To be the world's largest fashion store.  
To be Europe's largest fashion store.

**8. What can you buy at the eastern end of Oxford Street?**  
Records, souvenirs and electronic goods.  
Clothes, cars and books.  
Food, computer games and records.

**9. How many underground stations are there?**  
4  
5  
20

**10. Knightsbridge is**  
close to Hyde Park.  
Far from Hyde Park.  
in Hyde Park.

**11. When did Harrods start trading here?**  
1859  
1889  
1849

**12. How many floors does Harrods have?**  
6  
7  
8

**13. What did the owner say you can buy there?**  
Anything with a pin and an elephant.  
Anything from a pin to an elephant.  
Anything but a pin and an elephant.

**14. How many floors does Harvey Nichols have?**  
6  
7  
8

**15. Where can you find Armani and Gucci?**  
Sloane Street  
Harvey Nichols  
Harrods

**16. Camden Town is a popular destination for**  
\_\_\_\_\_  
locals  
tourists  
students

3rd task: Shopping

**17. What does Camden offer?**

Cheap antiques.  
Variety and bargains.  
Designer products.

**18. Where are the best shops?**

In the North.  
In the West.  
In the South.

**19. How long has there been a market in Borough?**

200 years  
2000 years  
1200 years

**20. How often is the food delivered?**

Every week.  
Every Day.  
Twice a day.

**21. When can the public visit?**

Thursday and Saturday.  
Friday and Sunday.  
Thursday to Saturday.

**22. Portobello Road**

is an expensive place to live.  
was an expensive place to live.  
is an expensive place to shop.

**23. The antiques are only for specialists.**

True  
False

**24. The best day to visit is Saturday.**

True.  
False.

# Shopping role play

## Shop assistant

## Customer

### Offering and asking



Can I help you?  
What can I do for you?  
Are you being served?  
Anything else?  
Do you need some help?  
We're having a sale on sports shoes.  
Are you looking for anything in particular?  
They're on the second shelf.

I'm looking for...  
I need...  
I'd like...  
I wonder if you could help me...?  
Have you got...?  
Do you sell...?  
Where can I buy / get / find...?  
What do you have on sale?  
Have you got brand clothes?  
Thank you, I'm just looking.  
Do you sell only own brand goods?  
What do you recommend?

### Size



What size do you take?  
What is your (shoe) size?  
Do you need a bigger / smaller one / pair?

I'm size (12).  
Does it fit me?  
It doesn't fit me.  
It's too (big, small, tight, loose...).  
It's not (big, small, tight, loose...) enough.  
Have you got this in another size?  
Do you have a bigger size?  
It fits perfectly.

### Colour



What colour would you like?  
What colour did you have in mind?  
Would another color do?

I'm looking for (blue).  
Do you have this in (blue)?  
What colours do you have?  
Do you have a lighter / darker shade?  
Have you got this in another colour?

### Problems



Sorry, we are out of (socks).  
Sorry, we don't sell (jeans).  
The (jeans) sold out yesterday.  
We don't have it in (dark blue).  
What seems to be the problem?  
Would you like to exchange it for a bigger one?  
Would you like a refund?

Does it suit me?  
It doesn't suit me.  
It's too expensive.  
I don't like it.  
I'd like a refund for this.  
Can I exchange this (skirt)?  
I bought a lemon. (something that is worthless)  
Is this made of cotton / leather / silk...?

### Trying on



Would you like to try it on?  
The changing room is over there.  
The dress suits you very well.  
The changing rooms are over there.  
Take the escalator up.

May I try this on, please?  
I would like to try it on.  
Where can I try this on, please?  
Where are the changing rooms?  
Where's the mirror?  
Can I bring this back if it doesn't fit?

### Price



That's £ 17.  
The price is on the tag.  
Look at the price tag.  
It's on discount.  
You get 20% off the price.

What's the price?  
Where's the price tag?  
It's a good bargain.  
Do I get a discount on this?  
How much is it?  
How much does it cost?  
Is this on sale?"

### Paying



Will that be all?  
That's (19 euros) altogether.  
That would be (€ 50).  
How would you like to pay? In cash or by credit card?  
You don't happen to have any change, do you?  
Here you are.  
You're welcome.  
Here's your change.  
Here's your receipt.

I'll take...  
That would be all.  
What's the price?  
Where is the cash desk?  
Where's the cashier?  
How much do I owe you?  
Where is the cash desk?  
Could I get a receipt, please?  
Could I get a (plastic) bag, please?  
(I'm afraid/ Sorry) I don't have any change.  
Do you accept credit cards?  
Can I pay in cash / by credit card?



# Let's talk about SHOPPING



## Conversation cards

Do you enjoy shopping? How often do you go shopping?	What's your favourite place to shop? Why?	What was the last thing you bought for someone else? Why did you buy it?
What was the last thing you bought for yourself? Where did you buy it?	Do you compare prices at different stores when you go shopping?	How important is customer service when you are shopping?
Can you name a few supermarkets? Which one do you like best? Why?	Where do you usually buy your clothes? Why?	Are brand names important to you? Why (or why not)?
Where would you go to buy toys? Why?	What's the best place to buy computers and electronics? Why?	What's the best place to buy sport clothes? Why?
Do you like to go shopping alone or with friends? Why?	Who <i>does the shopping</i> in your family? (= <i>buy household items</i> )	Small local shops or big supermarkets? Which do you prefer? Why?
Where do you buy fruit and vegetables? Why?	How do you usually pay when you buy something?	Cash, ATM card or credit card. Which is the easiest? The most dangerous? Why?

### Individual task

- Interview another student (choose 4 – 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
  - Example: Sara loves shopping. She likes to go shopping with friends. She always pays cash because she doesn't have a credit card...
- Think on one or two questions to find out about shopping in New York. Ask Kati about it.



# Let's talk about ADDICTIONS



Addicted (adj.): unable to stop doing something

What are some things that people are addicted to?  
Brainstorm.

Are you addicted to anything?  
Talk about it.  
Is it dangerous?

Is TV important to you?  
How many hours do you watch every week?

Which addictions are dangerous?  
Which aren't?

Do you know anyone who is addicted? Talk about it.  
(don't use real names)

Do you have a game console?  
(e.g. Playstation, Gameboy)  
How often do you play?

Have you ever played cards (or any other game) for money?  
Talk about it.

Do you ever buy things on the Internet or from a catalogue?  
How often do you do this?

What's your favourite restaurant? How often do you eat pizza or hamburgers?

How often do you buy lottery tickets or play the lotto?  
Have you ever won?

How can you stop being addicted to something? Are there cures for addictions?

How often do you drink coffee?  
Could you live without it?

Do you ever drink alcohol? How much do you usually drink?

Are you a *workaholic*?  
How many hours a week do you work? Do you take work home?

Do you have a mobile phone?  
How often do you use it?  
What do you use it for?

Do you smoke? If not, why not? If so, could you stop if you wanted to?

Are you a *shopaholic*?  
How often do you go shopping?  
Is it dangerous? Explain.

Is gambling popular in your country? Is it legal?  
What do people gamble on?



## Match

alcohol	
coffee	
video games	
drugs	
gambling	
junk food	
smoking	
texting	
online chatting	



## Interview a friend

Are you addicted to ... ? (✓ or x)

	yes	no	a little
chatting			
chocolate			
reading comics			
fast food			
gossiping			
soap operas			
shopping			
texting			
TV			
the Internet			

4th task: At a restaurant

# AT A RESTAURANT

## Useful phrases

A table for two. I'd like to book a table for two. We'd like the menu. The menu, please. What's on the menu? What can you recommend? Are you ready to order? Can I take your order, sir/madam? I'm afraid there will be about a ten or fifteen minute wait. I'll call you when the table is ready.	What would you like to start with? What would you like to drink? Would you like some coffee? What would you like for dessert? I'll have ..... I'll have .....with....., please. What about the main course? How would you like your steak, sir? Rare/Medium/ Well done/, please. Would you like.....? I think we'll have ..... I think I'd like some.....
Can we have the bill? Is service included? Is everything all right? Did you enjoy your meal? Can I pay by credit card?	Enjoy your meal. No smoking. No pets allowed. No problem. I'll change it. I'm very sorry. I'll send it back. I apologise. I'll get you a new bill.

## Exercises

### 1. Match the halves.

- |                        |                        |
|------------------------|------------------------|
| 1. Can I.....          | a. to drink?           |
| 2. What can.....       | b. delicious.          |
| 3. What could you..... | c. enjoy the meal?     |
| 4. A table .....       | d. have the menu?      |
| 5. Anything .....      | e. like for a dessert? |
| 6. I'd like.....       | f. else?               |
| 7. Is service .....    | g. I get you?          |
| 8. Anything .....      | h. for three, please   |
| 9. What would you..... | i. recommend?          |
| 10. Did you .....      | j. mineral water       |
| 11. It was.....        | k. included?           |



### 2. Match the questions with the answers.

- |  |                                   |
|--|-----------------------------------|
| 1. Good evening. Are you ready to order?.... | a. Yes. Black, please.            |
| 2. What would you like to start with?....    | b. I'll have apple pie.           |
| 3. What about the main course?...            | c. Mushrooms, please.             |
| 4. Would you like any vegetables? ....       | d. Yes, we're ready.              |
| 5. And to drink? .....                       | e. I'll have smoked salmon.       |
| 6. Would you like some dessert now?....      | f. I think we'll have beer.       |
| 7. Would you like some coffee? ....          | g. I'll have steak with potatoes. |

### 3. Read the dialogue and fill in the missing words.

credit - think - would - included - order - start - bill - table - menu - have - main - water

JOHN- Good evening. A (1) \_\_\_\_\_ for two, please  
 (After a while)

JOHN - We'd like to see the (2) \_\_\_\_\_

WAITER - Here you are. The soup of the day is French onion soup.

JOHN - Thanks.



4th task: At a restaurant

(After a while)

WAITER - Are you ready to (3) \_\_\_\_\_ ?

JOHN - Yes, we're ready.

WAITER - What would you like to (4) \_\_\_\_\_ with?

MATT - All right. I'll (5) \_\_\_\_\_ smoked salmon.

JOHN - And for me onion soup, please,

WAITER - Now what about the (6) \_\_\_\_\_ course?

MATT - I'll have steak with potatoes, please.

WAITER - How would you like your steak, sir?

MATT - Rare, please.

WAITER - (7) \_\_\_\_\_ you like roast or boiled potatoes?

MATT - Roast, please. And a mixed salad.

WAITER - That's fine. And for you, sir?

JOHN - I'd like chicken with chips.

WAITER - Would you like any vegetables?

JOHN - Mushrooms, please.

WAITER - Fine. And to drink?

JOHN - I (8) \_\_\_\_\_ we'll have mineral (9) \_\_\_\_\_

WAITER - Certainly.

(After a while)

- That was delicious! I think I'd like some dessert now.

WAITER - There is vanilla and strawberry ice cream, apple pie, chocolate cake and fruit salad.

JOHN - I'll have apple pie.

MATT - And for me chocolate cake.

WAITER - OK. Apple pie and chocolate cake. Would you like some coffee?

MATT - Yes. Black, please.

WAITER - And for you, sir?

JOHN - No, thank you. Can we have the (10) \_\_\_\_\_?

WAITER - Of course.

JOHN - Is service (11) \_\_\_\_\_?

WAITER - No, it isn't.

JOHN - Can I pay by (12) \_\_\_\_\_ card?

WAITER - Yes, of course.

## Hamburger restaurant

### 4. LISTENING1. Listen to the dialogue and choose the correct answer.

1. Why does the customer not buy the recommended sandwich at the beginning of the conversation?

- A. It is too expensive.
- B. He is not interested in ordering a burger.
- C. He fears the food will make him sick.

2. What does the combo meal NOT come with?

- A. an order of fries
- B. a dessert
- C. a sandwich

3. How does the specialty drink get its name?

- A. It contains a wide range of ingredients.
- B. It is prepared in the kitchen sink.
- C. It comes in a very large cup.

4. Why was the man surprised by the price of his meal?

- A. He thought the drink should have been included.
- B. He felt the meal was way overpriced.
- C. He was charged for two sandwiches instead of one.

5. What does the customer decide to do at the end of the conversation?

- A. He orders something from the restaurant menu.
- B. He decides to look for another place to eat.
- C. He plans to come in a week when the prices are lower.



## 4th task: At a restaurant

## 2. Listen to the dialogue and fill in the gaps with the words in the box below.

 onion rings - cheeseburger – eaters- deluxe – lemonade - to go – special  
 house – mustard – huge – sandwich - kids' menu

**Server:** Hi. Welcome to Joe's Hamburger Restaurant. [H/] Home of the one-pound super (1) \_\_\_\_\_ hot and spicy cheeseburger. Will this be for here or (2) \_\_\_\_\_?

**Customer:** Uh, to go.

**Server:** Okay. What would you like today? Would you like to try the one-pound super hot and spicy (3) \_\_\_\_\_?

**Customer:** Uh. I don't think so. I'd probably have heartburn for a week after downing that monster.

**Server:** Well. It's our (4) \_\_\_\_\_ (5) \_\_\_\_\_ this week, and it comes with fries, and a large specialty drink called "Everything-but-the-kitchen-sink."

**Customer:** A what? "Everything-but-the-kitchen-sink"? What in the world is that?

**Server:** Well, it's a little mix of everything in a large cup: Pepsi, Sprite, Fanta Orange, and (6) \_\_\_\_\_ with crushed ice and a scoop of ice cream.

**Customer:** Ah, that sounds disgusting.

**Server:** Hey, it'll grow on you.

**Customer:** Nay, I think I'll just order a hamburger with some (6) \_\_\_\_\_ and lettuce and a glass of water.

**Server:** Boring. Hey. Would you care for anything else like a side order of amazing cheesy (7) \_\_\_\_\_?

**Customer:** No thank you. Onion rings usually don't agree with me.

**Server:** Hmm. Okay. Your total comes to ten ninety.

**Customer:** Ten ninety? For just a hamburger?! You've got to be kidding.

**Server:** Well, the one-pound super deluxe hamburger is nine dollars.

**Customer:** Hey, I didn't order a one-pound burger. I just wanted a simple burger. That's all.

**Server:** Well, sir. Joe's Hamburger Restaurant only serves one-pound burgers. [Man!] The one-pound super hot and spicy, the one-pound barbecue burger, the one-pound bacon cheese burger, the one-pound . . .

**Customer:** No, no. Those are all (8) \_\_\_\_\_.

**Server:** Well, sir. If you really want something smaller [Yeah], you should order from the (9) \_\_\_\_\_: The half-pound super hot and spicy burger, the half-pound barbecue burger, the half-pound bacon cheese burger, the half-pound . . .

**Customer:** No. Those are still giant burgers.

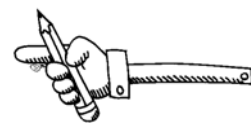
**Server:** Well, in these parts, we are hearty (9) \_\_\_\_\_.

**Customer:** Okay, but you said my total was ten ninety, but the burger only comes to ten bucks. What about the other ninety cents?

**Server:** Well, sir. We only serve natural spring water from yonder hills, and . . .

**Customer:** Okay, okay. I'll take the giant burger and a bottle of your spring water. The (10) \_\_\_\_\_ should feed me for a week.

- 
- **deluxe** (*adjective*): of higher quality than similar products  
- She ordered a deluxe shake from the menu.
  - **to go**: takeout  
- We ordered the food to go because we didn't have time to sit down and eat.
  - **down something** (*verb*): eat quickly  
- No one could believe that the woman downed fifteen hotdogs in twelve minutes.
  - **grow on someone** (*verb*): develop a liking for someone or something over time  
- Eating raw fish is something that will grow on you if you eat it enough.
  - **not agree with someone** (*verb*): become sick from something you eat  
- Boy, I feel really sick. That soup didn't agree with me at all, and I feel like I'm going to throw up.
  - **hearty eater** (*noun*): someone who enjoys eating a lot  
- That baby is a real hearty eater and eats constantly.



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## 4th task: At a restaurant

**VIDEO 1. Watch the video and choose the correct answer.**

1. What is the name of the waitress?
  - a. Lori
  - b. Torie
  - c. Moauri
2. What kind of water did the gentleman order?
  - a. bottled water
  - b. b. regular water
  - c. sparkling water
3. The lady would like to drink...
  - a. a glass of wine
  - b. a diet soda
  - c. a diet juice
4. As the main course the lady chose...
  - a. grilled chicken and a dinner salad
  - b. grilled steak and a lettuce salad
  - c. smoked salmon and roasted potatoes
5. The dressing for the salad...
  - a. was served on it
  - b. was not served
  - c. was served on the side
6. How would the man like the steak served?
  - a. Medium
  - b. Rare
  - c. Well-done
7. Nobody wanted coffee. Is this TRUE or FALSE?
  - a. True
  - b. False. Both wanted coffee.
  - c. False. Only the lady wanted coffee.
8. The gentleman would like ... with his coffee.
  - a. sugar
  - b. some cream
  - c. jam
9. For dessert the man would like...
  - a. cheese cake
  - b. chocolate cookies
  - c. chocolate cake
10. After dessert the couple...
  - a. asked for the check
  - b. asked to check the menu
  - c. asked to go to the kitchen

**VIDEO 2. Cracking Up Movie. Watch this hilarious segment from the film in which the waitress offers every option for the menu.**

1. Which lunch does the customer order?
2. What does he take as a starter?
3. Which juice does he choose?
4. What kind of salad does he order?
5. Which dressing does he order?
6. What's the main course he orders?



4th task: At a restaurant

**VIDEO 3.** Watch this funny chapter from Sesame Street and answer the questions.



1. What's the problem?
2. What does the waiter offer at the end of the chapter?

**VIDEO 4.** Watch this segment from the film *Pretty Woman* and answer the questions.



1. What kind of restaurant is it?
2. Who orders the menu?
3. What's Vivian's problem?
4. What does he order as a main course?
5. What do they have for dessert?
6. What do they finally have for dinner?
7. Why are the waiters surprised?

## 5th task: Tourist Information Office

# TOURIST INFORMATION OFFICE

## Useful phrases

<p style="text-align: center;"><b>AROUND TOWN</b></p> <p>Where can I get a taxi? Excuse me, where's ...? the tourist information office the bus station the train station the police station the harbour Is there a ... near here? cashpoint bank supermarket hairdressers chemists Do you know where there's an internet café?</p>	<p style="text-align: center;"><b>EVENTS AND ACTIVITIES</b></p> <p>What are you interested in? Are there any ... on at the moment? exhibitions cultural events sporting events Are there any ...? excursions tours day trips Is there a city tour? Could you tell us what's on at the ...? cinema theatre concert hall opera house Can I book tickets here? Do you have any brochures on ...? local attractions Can you recommend a good restaurant?</p>
<p style="text-align: center;"><b>GETTING AROUND</b></p> <p>Do you have a map of the...? city town Where's the...? city centre art gallery museum main shopping area market railway station What's the best way of getting around the city? Where can I hire a car?</p>	<p style="text-align: center;"><b>FINDING ACCOMMODATION</b></p> <p>We're looking for accommodation. We need somewhere to stay. Do you have a list of...? hotels B&amp;Bs (bed and breakfasts) youth hostels campsites What sort of accommodation are you looking for? Can you book accommodation for me?</p>



## Exercises

1. Discuss with your partner where the following famous monuments are. Use the expressions in the box.

Landmarks		Country
Cervino Mountain		
Christ Redeemer		
Coliseum		
Eiffel Tower		
Machu Picchu		
Mount Fuji		
Pyramids		
Statue of Liberty		
Taj Mahal		
Tower Bridge		

I'm not sure but I think that...  
I'm absolutely sure it's... / it's not...  
quite sure  
certain  
positive  
Well, it's possible...  
it's impossible...  
it might (not) be...  
it could happen...  
I suppose, but I wouldn't like to say for certain.  
I'm not sure  
I doubt it.  
I have my own doubts.  
it's doubtful.  
It's highly / very unlikely.  
Well, you never know of course,  
no one can know for certain.  
I can't tell you for sure.

## 5th task: Tourist Information Office

**2. Match the halves.**

- |               |                    |
|---------------|--------------------|
| 1. go         | a. immigration     |
| 2. book       | b. a museum        |
| 3. board      | c. some research   |
| 4. check      | d. an arrival card |
| 5. do         | e. customs         |
| 6. visit      | f. on a trip       |
| 7. fill in    | g. local customs   |
| 8. pass       | h. into a hotel    |
| 9. go through | i. a plane         |
| 10. respect   | j. a plane ticket  |

**3. Read the following dialogue and complete with the words in the box:**

see – welcome – holidays – recommend – dish – information – tourist office – typical – helpful

**Maria:** Welcome at the (1) \_\_\_\_\_. My Name is Maria Krenn. How can I help you?

**Hannah:** Hi. I'm spending my (2) \_\_\_\_\_ in Vienna for the first time. I would like to see some sightseeing's and I want to know something about them. Could you please give me some (3) \_\_\_\_\_ about some attractions in Vienna?

**Maria:** The Prater was first mentioned in 1162.

**Hannah:** But what can I do there or (4) \_\_\_\_\_?

**Maria:** After you have visited the Prater you can go to the Naschmarkt.

**Hannah:** What is offered there? Would you (5) \_\_\_\_\_ it?

**Maria:** About 170 booths with fruits, vegetables, meat, herbs and so on. You can get delicious food there. And I would definitely recommend it.

**Hannah:** Where can I go if I'm hungry? I would like to eat something really (6) \_\_\_\_\_ for Austria. What is a typical Austrian (7) \_\_\_\_\_?

**Maria:** A typical Austrian dish is the APFELSTRUDEL and the Wiener Schnitzl. You can go to the Zur Goldene Glocke at Schönbrunner Strasse 8 That's in the 5<sup>th</sup> District.

**Hannah:** Thank you for your information. They were really (9) \_\_\_\_\_. Bye.

**Maria:** You're (10) \_\_\_\_\_. Bye and enjoy your stay in Vienna.

**4. Write a short role-play using the expressions on page 1.**

## At the tourist information office

**5. LISTENING.** Listen to a tourist asking for information in a tourist information office. Then put the things he asks about in the order he asks.

1. a map
2. activities in the area
3. booking for a coach tour
4. public transport
5. the historic part of the town
6. walking distance to the historic part

**6. Listen to the dialogue and fill in the gaps with the words in the box below.**

book in advance - bus station - feel free - streets - coach tours - church - guide  
timetables - map - guided tours - on holiday - road - information - helpful

**Tourist:** Excuse me. Do you speak English?

**Woman:** Yes, of course. Can I help you?

**Tourist:** Yes, we've just arrived (1) \_\_\_\_\_ here. Have you got a (2) \_\_\_\_\_ of the town?

**Woman:** Yes. Here you are. The tourist office is just here. I'll mark it with a cross. If you walk down this street here, you get to the beach. It's about 5 minutes.

**Tourist:** Thank you. Where is the old part of the town?

**Woman:** Over here. You can see lots of narrow winding (3) \_\_\_\_\_, and there's the (4) \_\_\_\_\_.

**Tourist:** How long would it take to walk there?

**Woman:** About 10 or 15 minutes. The easiest way from here is to turn left and go straight along the (5) \_\_\_\_\_ until you reach the (6) \_\_\_\_\_, and then turn right.

**Tourist:** Is there a train station as well as a bus station?

**Woman:** Yes. The train station is here on the edge of the town. I'll just get you some (7) \_\_\_\_\_. (pause and rustling) Here you have a train timetable, and one for the buses.

**Tourist:** Thanks very much. Do you have any information about things to do in the area?

**Woman:** Yes, of course. Over there we've got (8) \_\_\_\_\_ about local attractions. And this free (9) \_\_\_\_\_ here tells you what's on this month. It has information about concerts, festivals, children's events etc.

**Tourist:** That looks very useful, thank you.

**Woman:** There are also several (10) \_\_\_\_\_ you can take from here. There's a walking tour of the old town. It takes a couple of hours and is very interesting. And then there are (11) \_\_\_\_\_. There's one which takes you round the castles in this area. I don't know if you know that this region is famous for its castles.

**Tourist:** No, I didn't. Would we need to (12) \_\_\_\_\_?

**Woman:** Yes, for the coach tour you need to book at least a day in advance, and you can do that from here. For the walking tour you just turn up outside this office at ten o'clock in the morning on Tuesday or Thursday.

**Tourist:** Right, well, thank you very much. You've been most (13) \_\_\_\_\_.

**Woman:** Not at all. I hope you enjoy your stay here and if you need to know anything else, (14) \_\_\_\_\_ to ask.



# ASKING AND GIVING DIRECTIONS

## Useful phrases

### Asking for directions:

- Can / could you tell me the way to...?
- How do I get to... ?
- Excuse me, Sir / Madam, do you know where... is located?
- Where is the ...?
- I'm looking for ...
- How do I find... ?
- I'm trying to find...
- In what direction is... ?
- Can you guide me to...?



### Giving directions:

-Walk -Go	across / cross through between down over up along	the bridge the road tunnel Avenue	- To get to... - Then you go... - You turn right / left - At the corner of - At the first / second / third... turning - At the traffic lights... - Take the first left / right - Go straight on - The ... is
--------------	---	--	--

- Finally you're ... / you find the ...

- |                      |                                |
|----------------------|--------------------------------|
| - post office        | - underground / metro / subway |
| - railway station    | - church                       |
| - bus station        | - river                        |
| - bus stop           | - telephone                    |
| - school             | - travel agency                |
| - restaurant         | - medical centre               |
| - grocery            | - roundabout / traffic circle  |
| - supermarket        | - disco                        |
| - bakery             | - theatre                      |
| - stadium            | - hotel                        |
| - airport            | - market                       |
| - hospital           | - cinema                       |
| - university         | - park                         |
| - bank               | - zoo                          |
| - television network | - museum                       |
| - parking lot        | - camping                      |
| - police station     | - library                      |
| - (...)              |                                |

between  
among  
near  
next to  
on the left  
on the right  
on the corner  
in the middle



**1. Watch the videos and write a short dialogue using the words and expressions on page 4.****2. Listen to the conversation and choose the correct answer.**

- 1). Where does the woman want to go?
  - a. To Third Street Station
  - b. To Central Station
  - c. To the stadium
  - d. To Straight Street
  
- 2). How will the woman travel?
  - a. By subway
  - b. By car
  - c. By taxi
  - d. By bus
  
- 3). What will the woman do at Central Station?
  - a. Get off at the seventh stop
  - b. Exit by the north stairs
  - c. Reverse the process
  - d. Change routes

**3. Listen to the conversation again and fill in the gaps.**

corner - catch - right - lines - stop - transfer - stadium - terminal - west

- To get from here to the (1) \_\_\_\_\_, you need to take two different (2) \_\_\_\_\_, first the orange and then the blue. You can (3) \_\_\_\_\_ at Central Station.
- OK. I can (4) \_\_\_\_\_ the orange line at the Third Street Station just around the (5) \_\_\_\_\_, can't I?
- Yes. Take that line five stops to Central Station. From there catch the blue line, going (6) \_\_\_\_\_. Get off the blue line at the seventh (7) \_\_\_\_\_; that'll be Straight Street. Exit the (8) \_\_\_\_\_ by the north stairs, turn (9) \_\_\_\_\_, and walk one block to the stadium. To come back, just reverse the process.



# Let's talk about TOURISM

Take nothing but photos, leave nothing but footprints.



How often do you go on holiday?  
Where have you been?

What are the most popular tourist attractions in your country?

Describe a sightseeing trip you have taken.

Which museums have you visited? Which did you enjoy most? Why?

City trip or beach holiday? Which do you prefer? Why?

What are the benefits of tourism for a country? Explain.

What are possible disadvantages of tourism for a country? Explain.

What kind of jobs are there in the tourism industry? Would like to do one?

What makes a good tour guide? Explain.

For tourists, what is the most convenient way to get around in your country?

Have you flown? Was it short or long haul? Did you suffer from jet lag?

Have you taken a long distance bus trip? How many hours were you on the bus?

Which of the 7 new world wonders do you know? Where are they located?

Which city or country would you like to visit most? Explain why.

Name some landmarks from your city or country. Describe them.

Which countries are the most popular destinations? Discuss. Do online research.

Which cities or countries have you visited? What's your top 3?

Does your country benefit from tourism? In what way?

Which places do you spend your holidays in and why?  
a caravana, a campsite, a hotel, a holiday camp, bed & breakfast, a guesthouse, a youth hostel, a flat, a self-catering cottage...

Which equipment do you take for your holidays and why?

Do you like spending your holidays in an active or passive way? What do you do?

Have you ever had an exciting adventure during your holidays? Tell the class about it.

What problems can you encounter while travelling abroad?

What are the advantages and disadvantages of hitchhiking?

## Individual task

- Interview another student (choose 4 - 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
  - Example: Pedro loves traveling...
- Choose one or two questions and ask them to Kati.



# TOURISM

Which is more convenient – travelling by train or by bus? Why?

Is hitchhiking popular in your country? Why (not)? Have you ever hitchhiked?

Package holidays have got supporters and opponents. Why? What's your opinion?

Which continent is worth visiting and why?

What are the tourist attractions in your country? Which place would you recommend to visit?

What are pros and cons of travelling around the world?

Sightseeing is boring. Discuss.

Are you good at giving directions? Why? Can you explain how to get to your home from here?

What can we do for people who suffer from motion sickness?

What holiday equipment is essential if you go hiking? Why?

Do you use a guidebook on holidays? Why (not)?

Camping holidays are the best – do you agree? Why (not)?

What are the most beautiful views you have ever seen? When did you see them?

A guesthouse, a youth shelter or a mountain shelter – which one do you prefer? Why?

Is it easy to put up a tent? Why (not)?

Which activities do you find the most exciting: car racing, dog sledging or snorkeling? Why?

When you travel, do you often ask people the way? Why (not)?


Have you ever got stuck in a traffic jam while on holidays? What did you do?



## STARTING UNIVERSITY (I): RENTING A FLAT



### USEFUL PHRASES

<p><b>AT THE ACCOMODATION AGENCY</b></p> <p>I'm looking for a 2-bedroom flat.</p> <p>I'm calling for the apartment for rent on Main Street.</p> <p>Is it still available?</p> <p>The flat is fully furnished.</p> <p>Are mattresses included?</p> <p>How much is the rent?</p> <p>Are bills included?</p> <p>Is the kitchen fitted with ...?</p> <p>Is there a bulletin where I can see rental announcements?</p> <p>Does the landlord/landlady accept cheques?</p> <p>This room is very dark and small.</p> <p>Is this street very busy in the rush hour?</p> <p>Is there a bus stop nearby?</p> <p>I'd like to negociate the rent</p> <p>The appliances are old and the kitchen looks dirty.</p> <p>I'm afraid the water heater is not working. Can you fix it please?</p> <p>You have to leave a one-month's deposit, plus a fee for the agency.</p>	<p><b>DOMESTIC CHORES</b></p> <p><i>Every flatmate must help with the different domestic duties:</i></p> <ul style="list-style-type: none"> <li>• do the washing-up,</li> <li>• do the cooking,</li> <li>• do the dishes,</li> <li>• do the cleaning,</li> <li>• clean the toilets</li> <li>• vacuum the carpets (BrE Hoover the carpets), line the clothes,</li> <li>• take out the bin/garbage,</li> <li>• make the beds</li> <li>• take phone calls for other flatmates.</li> </ul> <p><i>Frequency:</i></p> <p>Every day</p> <p>Every other Tuesday (the bin)</p> <p>Once a month...</p> 
<p><b>THE IDEAL FLATMATE</b></p> <p>responsible, single, young, over 25, mature, animal-lover, non-smoker, hard-working, team-work skilled, party-goer, early-riser, night-bird, flexible, open-minded, talkative, serious...</p>	<p><b>HOUSEHOLD APPLIANCES</b></p> <p>central heating, gas cooker, oven, microwave, fridge, washing-machine, TV, DVD player, central heating, electric heater, Internet access.</p>

### EXERCISES

**1 WRITING A SHORT AD FOR A NEW FLATMATE.** You've got an empty room in your flat. Write a short ad for your university notice board. Don't forget to include: location, description of the room, main appliances, your ideal flatmate, and contact details.

#### FLATMATE WANTED

.....

## 2 MATCH THE FOLLOWING QUESTIONS WITH THE ANSWERS

Answers: 1 ... , 2 ... , 3 ... , 4 ... , 5 ... , 6 ... , 7 ... , 8 ... , 9 ... , 10 ... , 11 ... , 12 ... , 13 ...

1. Are pets allowed?	A) Water bills are included in the rent, but you will have to pay for the rest.
2. Is smoking allowed?	B) I'm working at a clothes shop.
3. Are bills included? Gas, electricity, heating...	C) I go to discos at the weekends, but I'm responsible and sensible. I'm not noisy.
4. What do you do for a living?	D) You can receive guests, but they cannot stay overnight.
5. Are you a student?	E) We take turns to clean the bathroom, toilet and kitchen. Everyone must do their own room and their own cooking. Oh! You should also take care of the garbage once a week.
6. Do you like partying or clubbing?	F) We've got a microwave, a big fridge, a TV and a DVD player, satellite TV and a dishwasher. We don't have a washing-machine. (There's a launderette round the corner)
7. Are parties allowed at the flat?	G) The rent is £330 for the room. There's a deposit of a month's rent.
8. Can I receive visits?	H) No, I'm sorry, animals are not welcome here.
9. How is the housework divided?	I) You can have parties, but make sure to tell your flatmates in advance, and respect the neighbourhood.
10. What electric appliances are there in the flat?	J) The rent should be paid no later than the 5 <sup>th</sup> of each month.
11. How much is the rent?	K) You must pay cash. The landlord will come round when it is due.
12. On which day is the rent due?	L) Yes, I am. I'm taking a degree in journalism.
13. How should I pay the rent: cash, bank transfer or direct debit?	M) This is a non-smoking flat.

## 3 FILL IN THE GAPS AND COMPLETE THE CONVERSATION

1) ..... 2) ..... 3) ..... 4) ..... 5) .....  
 6) ..... 7) ..... 8) ..... 9) ..... 10) .....

housemates   manage   come in   bills   washing-machine   toilet   nearby   overnight   contact   kingsize
--

A\_ Hi, I'm Alicia, I'm interested in the room you have to let.

Nice to meet you Alicia, I'm Trisha. Would you like to 1.....and have a look?

A\_ Yes, I think so.

Please follow me upstairs. I'll show you your room first

So this is your room. It is very big, it has a 2.....bed, and the window looks onto the back garden.

A\_ I see, it's very calm. Perfect. The wardrobe is big! Can I use these blankets?

Yes, they come with the room. And look, the room also has its own bathroom, here. Everything is new.

A\_ No 3 ..... though.

No, we will have to share the toilet.

A\_ How many 4..... are there?

We are four, including you if you stay with us. 3 girls and John, the only boy.

A\_Are you party-lovers?

Mmmm, we sometimes have a party at home, but we ask the host to tell the rest the housemates at least one week in advance, and never during the examination period.

A\_It looks fine. One more question: my boyfriend will come to see me every now and then. Can he stay 5.....?

No problem with that.

Now, please follow me: this is John's room, this door opens onto my room, and this is Jane's room. The toilet is at the end of the corridor.

(they climb down the stairs)

Now, downstairs there is the front room, oh! This is Jane. We've got satellite TV and a DVD player. You can use my films if you like.

A\_Do you have dinner here or at the kitchen?

Oh, the kitchen is very small, you'll see. So we all have dinner here, but don't worry, we have different schedules.

OK, let's see the kitchen now: here it is. As you can see, there's full of light in the house. Now: the kitchen is very simple: there is a gas cooker, a gas oven, a 6 ....., and a fridge.

A\_Oh, the fridge looks very small! Can I open the freezer?

Go ahead.

A\_How do you 7 ..... to place your food here?

Every housemate's got a shelf: I'm afraid you'll have to buy less food and do the shopping more often.

A\_I see... And there isn't a dishwasher, is there?

Nope: no dishwasher either...

A\_Where are the plates and things?

Right: plates and mugs are here on the shelf, cutlery's here [opens a drawer] and pots and pans are down here.

A\_Very well. Is there a bus stop to town 8 .....?

Sure: it is opposite the postbox.

A\_And, the price is £250 for the room. Are 9 ..... included?

Everything is included: gas, electricity, water and heating, except the telephone and the TV. So, what do you think, do you like it?

A\_Well, I quite like the room, but I don't like doing the dishes, and the fridge is small... I'll have to think it over. When could I move in?

As soon as you think it over.

A\_One final question: are there any supermarkets near the house?

Sure there is the Tesco at the end of the street, and a Pakistani newsagent which is always open.

A\_Well, thanks a lot: I'll let you know as soon as possible, can I have a 10..... number please? ...

#### LISTENING ONE: ARRANGING A VISIT TO AN APARTMENT TO LET.



PLAY

Listen to the conversation and answer the questions.

1. Who answers the phone?
2. What's the purpose of the call?
3. What time are they meeting? Where are they meeting?
4. Should the tenant bring any document?

**Important words:**

- Tenant
- Accomodation Agency
- Landlord/ landlady
- Real Estate agent

**LISTENING TWO: ASKING FOR INFORMATION ON THE PHONE.**

Listen to the following conversation and tick the correct answer.

1	How far is the house from the centre of Cardiff?	3 miles	5 miles	6 miles
2	Are there any shops nearby?	Yes, on the corner	No, there are no shops.	Yes, at a 5-minute bus ride.
3	How many rooms are there downstairs?	3 rooms	4 rooms	2 rooms
4	How many bedrooms are there in the house?	4 bedrooms	3 bedrooms	2 bedrooms
5	Is the kitchen furnished?	Yes, it is.	No, it isn't	--
6	Does the kitchen have a dishwasher?	Yes, it does.	No, it doesn't.	--
7	How much is the rent?	£160	£150	£170
8	When are they meeting?	Tomorrow at 5	Today at 7	Tomorrow at 7

**WATCH THE VIDEO: DOES YOUR NEW FLAT COME WITH A HIDDEN SURPRISE?**

Sometimes the flat of your dreams turns out to be the flat from Hell. Watch the video and answer to the following questions:





1. Who should accompany you on your visit to the flat?
2. Why should you be observant to details in the flat's neighbourhood?
3. Why is the weekend the best moment to visit the flat?
4. What are the different safety devices that you can see in the video?
5. What should you do in order to check that water pressure is good?
6. How much is the average American rent for a flat?

### WATCH THE VIDEO: WATCH THE FOLLOWING SCENE EXCERPTED FROM “THE SPANISH APARTMENT”

*“The Spanish Apartment” is a 2002 French film directed and written by Cédric Klapisch. It is about Xavier (Romain Duris), an economics graduate student studying for a year in Barcelona, Spain as part of the Erasmus programme, where he meets and learns from a group of students who hail from all over Western Europe. This film is a cult movie for Erasmus students.*



Answer the following questions:

1. A flatmate enters the room of another flatmate who is doing something. What is he doing?
2. Who is the English guy looking for?
3. What nationality is the flatmate who is sitting in his room?
4. The English guy establishes a comparison between two countries. Explain the comparison.
5. Why is the room owner angry? Why does he want the English boy out of his room?
6. Do you think there is a relationship between the English boy and the girl? Explain your answer.

*WOULD YOU LIKE TO SEE MORE? CHECK THE OFFICIAL TRAILER AT:*

<http://movies.nytimes.com/movie/266229/L-Auberge-Espagnole/trailers>